SedonaWeb and PCI Compliance: Prepare for PCI DSS 4.0

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Please read this information carefully to ensure your customer portal software is compliant with PCI DSS 4.0, the latest version of the global data security standard for credit card processing developed by the PCI Security Standards Council.

My organization uses SedonaWeb 1. What do I need to do?

SedonaWeb 1 is NOT compliant with PCI DSS 4.0. Using non-PCI compliant software is in breach of your merchant account contract with your payment processor and puts your organization at risk.

To prepare for PCI DSS 4.0, we strongly urge you to migrate to our next-generation customer portal, SedonaWeb 2, which is fully compliant with the latest standard.

Please contact Bold Group sales at boldsales@boldgroup.com to begin your migration to SedonaWeb 2.

My organization uses SedonaWeb 2. What do I need to do?

The latest version of SedonaWeb 2 (version 1.50) is compliant with PCI 4.0 and is now available. All you need to do is update your software to comply with the new standard. Please open a support case in the Bold Group support portal to begin your software update.

PCI Compliance Frequently Asked Questions

Visit the PCI Compliance Overview and FAQs created by Bold Group's preferred payment processor, CSG Forte, for valuable information about PCI compliance and its benefits for your organization.

Who must be PCI compliant?

Any organization that accepts, handles, stores, or transmits cardholder data must be PCI compliant, no matter the size of the business or number of transactions. That means any merchant that accepts debit or credit card payments must comply.

How do I become PCI compliant?

Your payment processing company certifies your PCI compliance through an annual validation process. You will be asked to provide documentation, which may include a self-assessment questionnaire (SAQ), a report from a Qualified Security Assessor (QSA), and a vulnerability scan.

What if I have questions about compliance?

Contact your payment processor for questions about achieving PCI compliance.

If you are a CSG Forte customer, you may contact their compliance team at compliance@forte.net.

SedonaWeb Frequently Asked Questions

When will SedonaWeb 2.0 version 1.50 be released?

We anticipate version 1.50 will be released by March 31, 2025 (and likely sooner). We will send an email notification to email subscribers when the update has been release, and you can always find release notes for the latest SedonaWeb releases in the knowledge base.
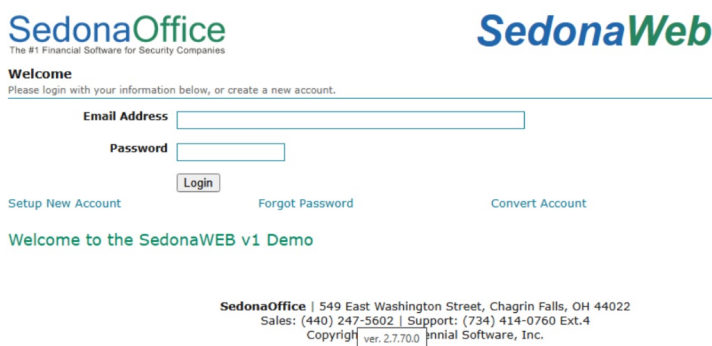
 You can prepare for the release by updating to the latest version of SedonaOffice (6.2.0.19) if you have not already done so.

 How do I know what version of SedonaWeb I'm using?

In SedonaWeb 2, you can find the version number in the footer.
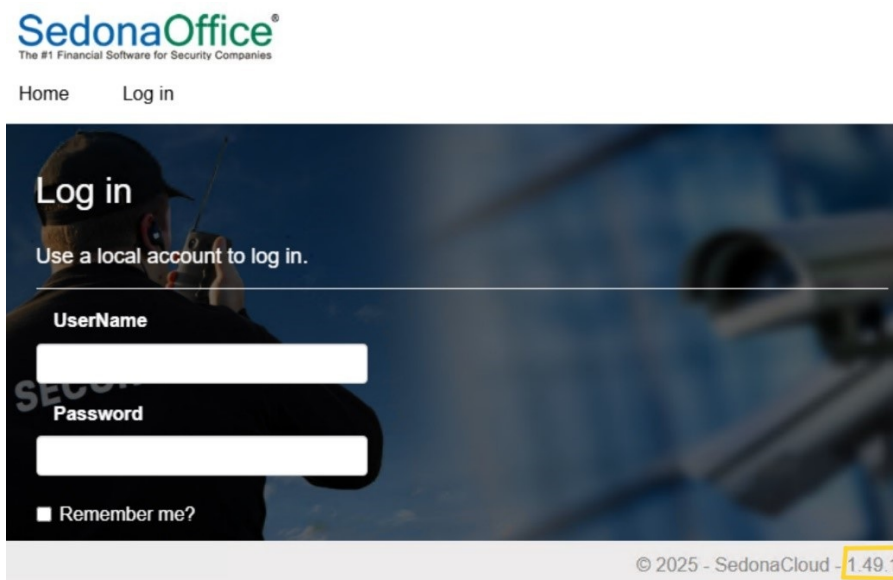
 In SedonaWeb 1 (legacy) you can find the version number by hovering over the footer.

What version of SedonaOffice do I need to be operating in order to update to the latest version of SedonaWeb 2?

You need to be operating the latest version of SedonaOffice (6.2.0.19) before you can update to SedonaWeb 2.0 version 1.50.

What if I have questions about SedonaWeb?

Contact Bold sales at boldsales@boldgroup.com for questions about SedonaWeb 1 or 2.

Please read our SedonaWeb 2.0 Migration FAQs for more information about migrating from SedonaWeb 1 to 2.